

Everglades NP

2016 Visitor Survey Card Data Report



Introduction

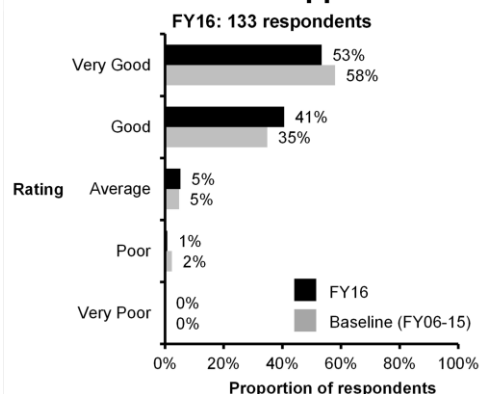
To assist the National Park Service in complying with the Government Performance and Results Act (GPRA), a visitor survey was conducted in 335 units of the National Park System in FY16. The survey was developed to measure each park unit's performance related to NPS GPRA Goals IIa1 (visitor satisfaction) and IIb1 (visitor understanding and appreciation).

The results of the Visitor Survey Card (VSC) survey conducted at this park are summarized in this data report. A description of the research methods and limitations is on the back page.

Below (left) is a graph summarizing visitor opinions of the "overall quality of facilities, services, and recreational opportunities." This graph compares FY16 data (shown in black) with a ten-year baseline data (FY06-15) shown in gray. The satisfaction measure below this graph is a combined percentage of "good" and "very good" responses. This is the primary performance measure for Goal IIa1. (The satisfaction measure may not equal the sum of "very good" and "good" percentages due to rounding.)

Below (right) is the FY16 GPRA reporting measure for Goal IIa1. The percentage included in the box should be used for reporting GPRA Goal IIa1 performance. **The response rate for this park survey was 35% with 135 total visitors responding to the survey.**

Overall Quality of Facilities, Services & Recreational Opportunities

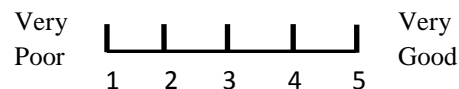


FY16: Satisfaction measure: 94%
Average evaluation score: 4.5

Understanding the Results

Inside this report are graphs that illustrate the survey results. The report contains three categories of data—park facilities, visitor services, and recreational opportunities. Within these categories are graphs for each indicator evaluated by park visitors. For example, the park facilities category includes indicators such as visitor center, exhibits, restrooms, and so forth. In addition, responses for indicators within each category are averaged into a combined graph for the category (e.g., combined park facilities). The combined graphs compare FY16 data with baseline data.

- Each graph includes the following information:
 - the number of visitor responses for the indicator;
 - the percentage of responses which were "very good," "good," "average," "poor," and "very poor;"
 - a satisfaction measure that combines the percentage of total responses which were "very good" or "good;" and
 - an average evaluation score (mean score) based on the following values: very poor = 1, poor = 2, average = 3, good = 4, very good = 5.



- The higher the average evaluation score, the more positive the visitor response.
- Graph percentages may not equal 100% due to rounding.

FY16 GPRA Reporting Measure for Goal IIa1

Percentage of park visitors satisfied overall with appropriate facilities, services, and recreational opportunities:

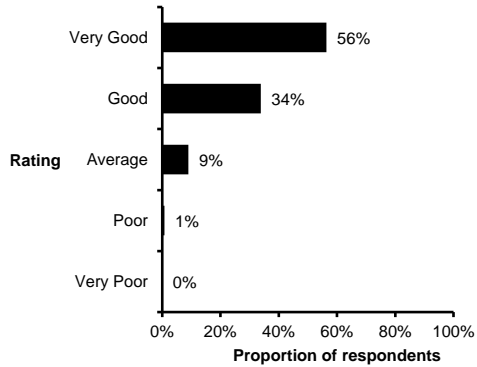
94%



Everglades NP Park Facilities

Visitor Center

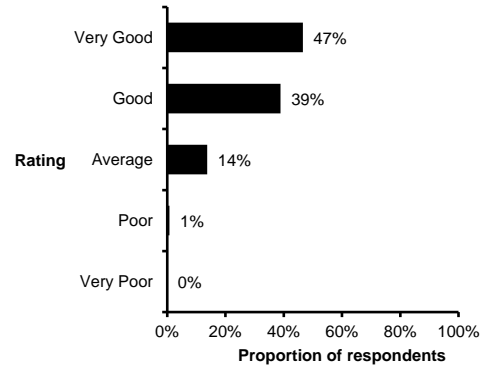
FY16: 133 respondents



FY16: Satisfaction measure: 90%
Average evaluation score: 4.5

Exhibits

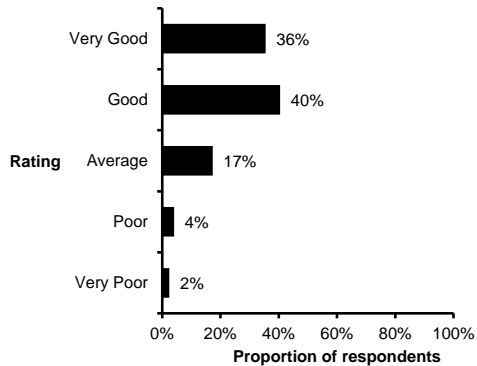
FY16: 131 respondents



FY16: Satisfaction measure: 85%
Average evaluation score: 4.3

Restrooms

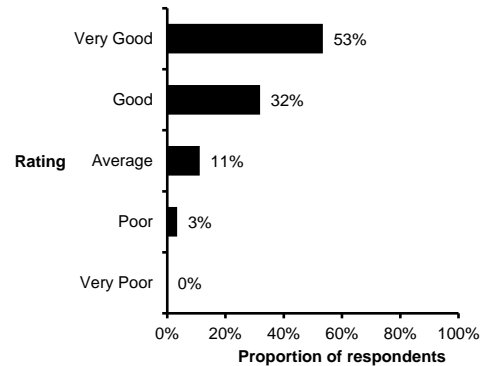
FY16: 121 respondents



FY16: Satisfaction measure: 76%
Average evaluation score: 4.0

Walkways, Trails, and Roads

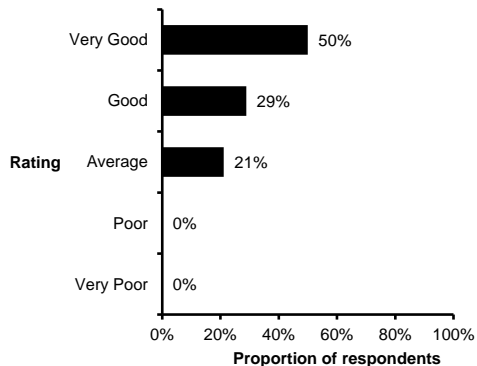
FY16: 116 respondents



FY16: Satisfaction measure: 85%
Average evaluation score: 4.4

Campgrounds and/or Picnic Areas

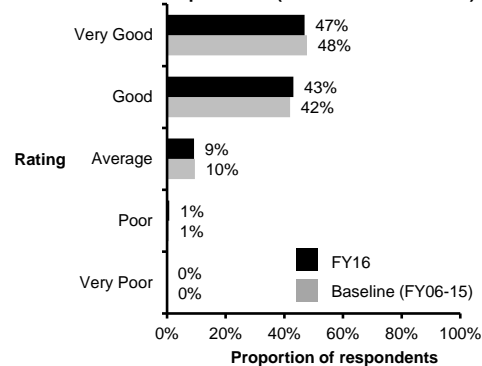
FY16: 52 respondents



FY16: Satisfaction measure: 79%
Average evaluation score: 4.3

Combined Park Facilities

FY16: 130 respondents (based on 5 indicators)



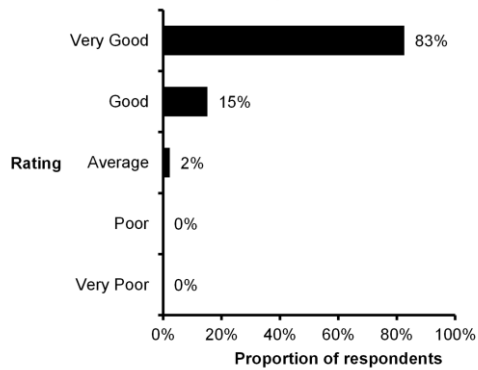
FY16: Satisfaction measure: 90%
Average evaluation score: 4.4



Everglades NP Visitor Services

Assistance from Park Employees

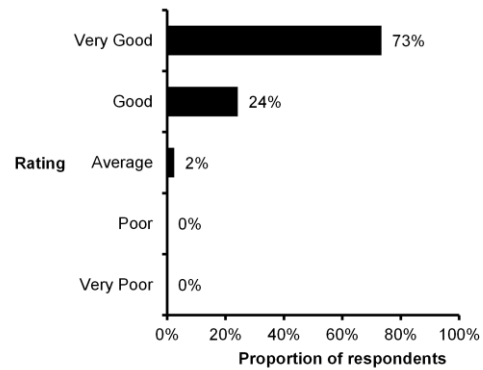
FY16: 132 respondents



FY16: Satisfaction measure: 98%
Average evaluation score: 4.8

Park Map or Brochure

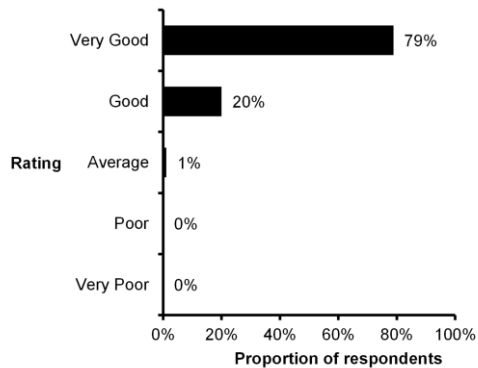
FY16: 124 respondents



FY16: Satisfaction measure: 98%
Average evaluation score: 4.7

Ranger Programs

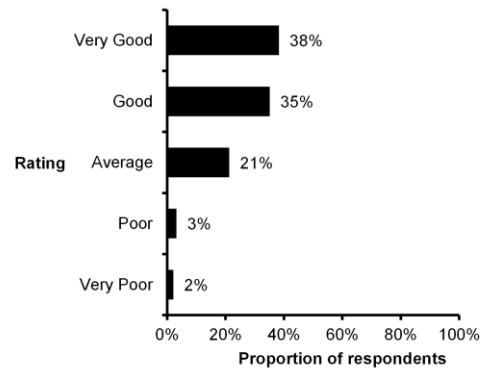
FY16: 90 respondents



FY16: Satisfaction measure: 99%
Average evaluation score: 4.8

Commercial Services in the Park

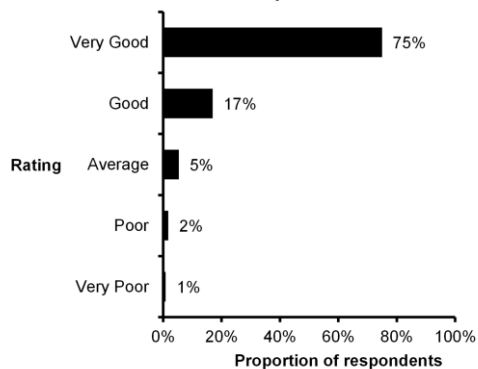
FY16: 94 respondents



FY16: Satisfaction measure: 73%
Average evaluation score: 4.0

Value for Entrance Fee Paid

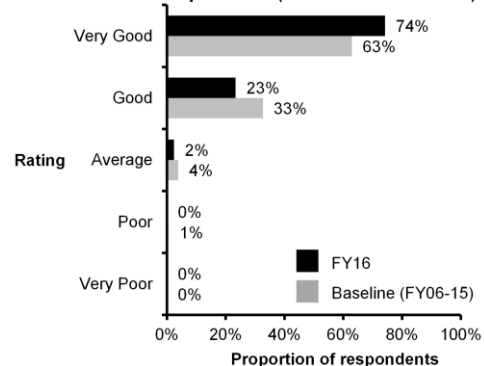
FY16: 112 respondents



FY16: Satisfaction measure: 92%
Average evaluation score: 4.6

Combined Visitor Services

FY16: 124 respondents (based on 5 indicators)



FY16: Satisfaction measure: 98%
Average evaluation score: 4.7

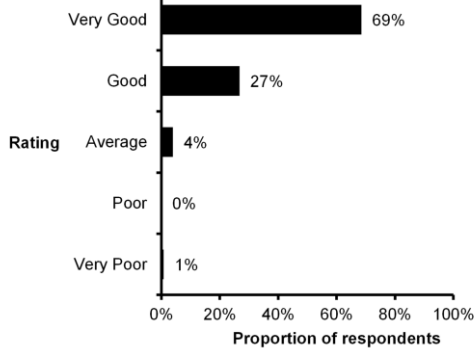


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Recreational Opportunities

Learning about Nature, History, or Culture

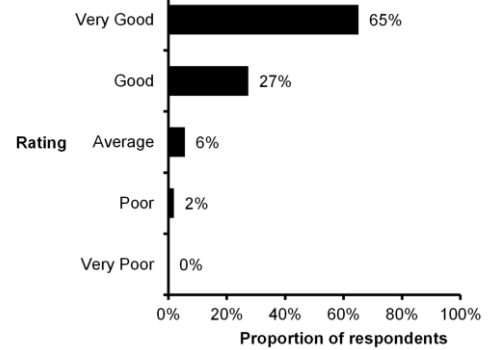
FY16: 127 respondents



FY16: Satisfaction measure: 95%
Average evaluation score: 4.6

Outdoor Recreation

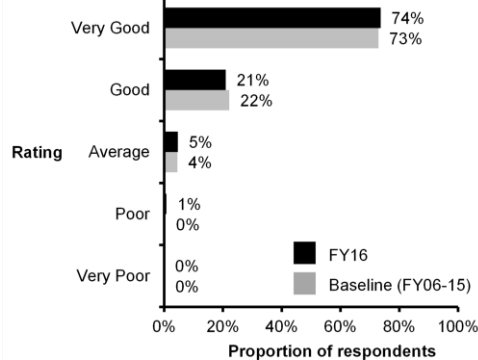
FY16: 106 respondents



FY16: Satisfaction measure: 92%
Average evaluation score: 4.6

Combined Recreational Opportunities

FY16: 129 respondents (based on 2 indicators)



FY16: Satisfaction measure: 95%
Average evaluation score: 4.7

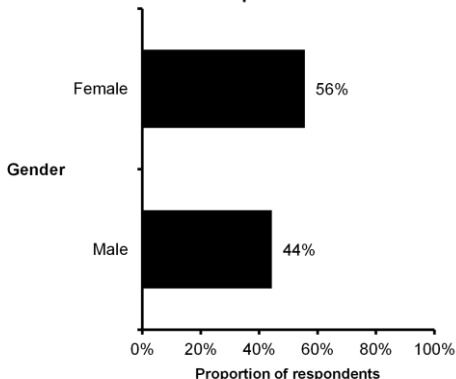


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Visitor Gender and Age Group

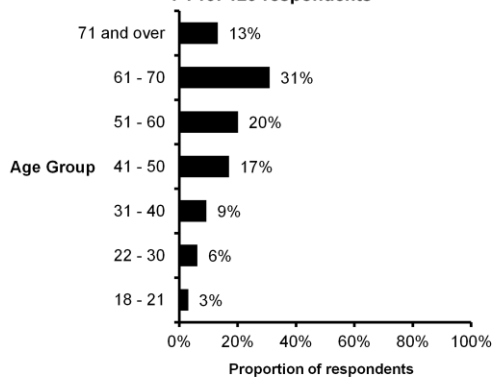
Visitor Gender

FY16: 124 respondents



Visitor Age Group

FY16: 129 respondents



Research Methods

Survey cards were distributed to a random sample of visitors in this park during the period March 1 - 31, 2016. The data reflect visitor opinions about the NPS unit's facilities, services, and recreational opportunities during the survey period. Visitors at the selected locations representative of the general visitor population were sampled. The results do not necessarily apply to visitors during other times of the year, or park visitors who did not visit the survey locations.

Returned cards were electronically scanned and the data analyzed. Frequency distributions were calculated for each indicator and category. All percentage calculations were rounded to the nearest percent. The survey response rate is described on the first page of this report. The sample size ("N") varies from figure to figure, depending on the number of responses.

Caution is advised when interpreting any data with a sample size of less than 30. In such cases, the word "CAUTION!" is included in the graph. This report excludes any indicator with less than 10 responses.

For most indicators, the survey data are expected to be accurate within $\pm 6.8\%$ with 95% confidence. This means that if the different samples had been drawn, the results would have been similar ($\pm 6.8\%$) 95 out of 100 times.

The combined indicators are an average of several individual indicators. The average is based on the indicators within the grouping that have responses. For those combined indicators based on five indicators, the average for each respondent is only calculated if at least three of the indicators have responses. For the combined question based on two indicators, the average is only calculated if at least one of the indicators has a response. These respondent averages are then transformed into the same 5 point scale where 5 is Very Good and 1 is Poor, based on a logical classification of the rating scale.

For more information contact Beruria Novich at Pacific Consulting Group
bnovich@pcgfirm.com – (650) 327-8108

National Park Service
U.S. Department of the Interior

Natural Resource Stewardship and Science

The Visitor Survey Card Project



The Visitor Survey Card Project Pacific Consulting Group



643 Bair Island Road, Suite 212
Redwood City, CA 94063 • (650) 327-8108
www.pcgfirm.com